



## JOB DESCRIPTION

<b>DEPARTMENT:</b> Development	<b>TITLE:</b> Development Associate	<b>REPORTS TO:</b> Director of Development
<b>DATE EFFECTIVE:</b> January 20, 2021	<b>FULL-TIME or PART-TIME:</b> Full-Time	<b>EXEMPT or NON-EXEMPT:</b> Non-Exempt

### ABOUT THE SAN ANTONIO BOTANICAL GARDEN

For nearly 40 years, the San Antonio Botanical Garden (Garden) has inspired people to connect with the plant world and understand the importance of plants in our lives. Recognized nationally for commitment to outstanding displays, botanical diversity, education, environmental stewardship, and experiences that connect people to the natural world, the Garden is a top San Antonio attraction that serves as a museum of plants, a tranquil escape, a living classroom, a research and conservation facility, and entertainment venue where art, architecture, music, and theater experiences come to life for more than 160,000 annual visitors. The Garden features 38 acres of nature space located deep in the heart of San Antonio. For more information, visit [www.sabot.org](http://www.sabot.org).

### SUMMARY OF RESPONSIBILITIES

The Development Associate is responsible for accurately entering gifts into the donor database, ensuring that all are coded correctly according to campaign, purpose, gift amount, and any restrictions or reporting requirements that may apply; processing gift acknowledgements ensuring that they are accurate and in keeping with policy on gift acknowledgements; running basic to complex reports and executing complex queries from the database to fulfill mailing label requests and data reports for the development team; providing accurate information for various methods of donor acknowledgement and recognition; and maintaining the integrity of the donor database, making demographic, constituency, and other updates as necessary. Additionally, the Development Associate will support the Director of Development with administrative support.

### Essential Duties and Responsibilities

*Specifically, the Development Associate will:*

#### *Gift Processing*

- Coordinate and prioritize day-to-day gift processing activities and ensure accurate processing and acknowledgement of all gifts.
- Record donors' pledges in donor database.
- Track outstanding pledges and produces pledge reminder letters to donors and reports as appropriate

- Responsible for all aspects related to matching gifts.
- Manage and maintain donation and fundraising event webforms.

#### *Acknowledgements*

- Generate and mail donor acknowledgement letters.
- Generate and prepare membership cards for mailing.
- File gift documentation.
- Acknowledge tribute gifts and communicate with honoree or honoree's family.
- Run, proof, modify, and send pledge notifications.

#### *Recognition*

- Order signage for living bed and commemorative bench donors.
- Track campaign gifts and tributes for signage and recognition (both temporary and permanent).
- Maintain and pull accurate records of donors for newsletters, digital signage, webpages, and printed signage.

#### *Direct Mail*

- Assist with direct mail fundraising initiatives such as Annual Fund, fundraising events, and donor stewardship opportunities.
- Produce and ensure accuracy of mailing lists for fundraising initiatives and special events.
- Ensure adequate supply quantities for mailings including postage.
- Secure volunteers for stuffing, copying, labeling, etc.

#### *Records Management & Reporting*

- Maintain integrity and accuracy of donor and member records in the database.
- Update biographical data in the donor database as provided by constituent's information on checks and/or correspondence, or other information in accordance with approved policies.
- Process email opt-out requests, etc.
- Cleans and modifies data as required.
- Ensure duplicate records are not created, or merges duplicate records as needed.
- Enter and maintain relationship data and prospect records in the database.
- Produce and test routine and complex, customized data reports and statistical analysis of donor data, track fundraising efforts and descriptive statistics as requested.
- Prepare weekly reports of all gifts received.
- Sets up and maintain tracking of key performance indicators in Altru.

#### *Support*

- Answer Botanical Garden Society phone line and transfer calls as needed.
- Assist with special events, projects, and exhibits as needed.
- Process event sales and tickets for development and membership events.
- Maintain sustaining gifts and update payment information, contacting donors as necessary.

### **Status and Scope**

The Development Associate manages the day to day gift entry and acknowledgement process for general donations and memberships. The Development Associate provides mailing lists and other statistical information to higher level decision-makers and provides administrative support to the Director of Development; and to a lesser extent the Director of Community Relations and Marketing and the Controller. May interact with Board of Directors, Garden Executive Director, donors, and members.

### **QUALIFICATIONS**

*Education:* An Associate's degree.

*Experience:* Minimum 2 years database and gift processing experience required, preferably in a non-profit setting. Experience using Blackbaud's Raiser's Edge or Altru, including creating report criteria. PC proficiency and experience with word-processing and spreadsheets required.

*Knowledge, Skills and Abilities:*

- A positive professional who is detail-oriented with a commitment to data integrity and accuracy.
- A familiarity with fundraising, including but not limited to annual giving, membership; and an understanding of legal and tax implications for charitable contributions.
- Strong organizational skills, self-motivation, and attention to detail.
- Initiative and follow-through as well as the ability to multi-task and set priorities.
- Experience working with mail-houses, the bulk mail unit as well as print vendors.
- Ability to work alone or with groups of diverse individuals with varying ideas and personalities.
- Ability to organize and coordinate volunteers and willingness to advocate for connecting people to the plant world through experience, education, and research.
- A mature personality conducive to effectively dealing with members and donors.
- Flexibility to work some weekends and evenings.

### **CONFIDENTIALITY**

The Development Associate will be privy to confidential information and must ensure that information is dealt with in the strictest of confidence and discretion.

### **COMPENSATION**

Compensation will be commensurate with the qualifications and experience of the individual.

### **APPLICATION INSTRUCTIONS**

To apply, email a cover letter and resume to [employment@sabot.org](mailto:employment@sabot.org). Please add in the email subject line **Development Associate**.

*Job descriptions are guidelines that attempt to characterize major duties and responsibilities of employees and are subject to change as needs and programs change. At the San Antonio Botanical Garden, they are considered neither inclusive nor exclusive.*

**The San Antonio Botanical Garden is an Equal Opportunity Employer**